

FY 2026-2027 BUDGET QUESTION

Response to Request for Information

DEPARTMENT(S): Austin Budget & Organizational Excellence;

CBQ NO.: 54

REQUESTED BY: (District 7) Mike Siegel

DATE REQUESTED: Monday, July 20, 2026 9:41 AM

DATE POSTED: Tuesday, August 11, 2026

REQUEST:

Please list any social service contract vendor who, within the last five years, did not meet contractual requirements for three years in a row or more. If applicable, please also provide any explanation given for the failure to meet contractual requirements.

RESPONSE:

The table below identifies social service contractors that did not meet one or more contractual performance requirements for at least three consecutive years within the five-year review period.

While these contractors did not meet one or more contractual performance requirements during the years identified, the reasons varied by contract. Reported factors included staffing shortages and turnover, operational or facility-related disruptions, changes in client demand or participation, program implementation challenges, and other external circumstances. Austin Public Health reviewed and documented performance through its contract monitoring process and worked with contractors to address identified performance issues through technical assistance, performance improvement strategies, and ongoing contract management, as appropriate.

Agency	Program	Still Active?	Reason for Missing	Years Missed
Austin Child Guidance Center	Thrive	Yes	Issues with restructuring the clinical team and the programs department	FY22, FY23, FY24
Austin Independent School District	Parent Support Program	Yes	The agency listed issues around summer break, spring break, weather closures as reasons for reduced numbers	FY22, FY23, FY24, FY25
Austin Independent School District	Victory Tutorial (+)	Yes	Early issues during COVID, agency has met goals the last 2 years	FY20, FY21, FY22
Caritas of Austin	Behavioral Health Services (BHS) (+)	Yes	Staffing issues, vacant positions for several months caused reduced services	FY22, FY23, FY24, FY25

Catholic Charities of Central Texas	Counseling Services	Yes	Agency points to more time needed per client has led to fewer unduplicated individuals enrolled	FY22, FY23, FY24
Catholic Charities of Central Texas	Immigration Legal Services and Counseling	Yes	Uncertainty around immigration policies delayed processing of cases, and potential clients were reticent to seek services	FY21, FY22, FY23, FY24, FY25
Central Texas Food Bank, Inc.	Food Distribution (+)	Yes	The agency states large number of returning clients has led to lower unduplicated client counts as the need for services increases	FY21, FY22, FY23, FY25
Communities In Schools of Central Texas	Expanding Support for Students Program	Yes	Vacancy issues and mental health workers being needed to support other cities/ISD.	FY22, FY23, FY24
Easterseals Central TX, Inc	High-Quality Behavioral Health Services	Yes	Difficulty with agency location and staffing changes	FY22, FY23, FY24
Sustainable Food Center, Inc.	Double Up Food Bucks	Yes	Reductions in SNAP benefits limited participation	FY21, FY22, FY23
The SAFE Alliance	ER - Prevention and Support (Expect Respect)	Yes	COVID and recovery time to get operations back to full capacity, new rule effective 09/01/2025 requiring parent opt-in for support services led to confusion according to agency	FY22, FY23, FY24, FY25
The University of Texas at Austin	AAAHCT Health Program	Yes	Agency reported ongoing struggles with recruiting clients, COVID issues in 2020 through 2022	FY20, FY21, FY22, FY23, FY24
The University of Texas at Austin	AMEN	Yes	Agency reported issues with enrolling clients and with getting completed surveys back to properly determine an unduplicated client count	FY21, FY22, FY23, FY24, FY25
The University of Texas at Austin	Mama Sana/Vibrant Woman Maternal Equity Program	Yes	Issues around rising housing costs, rapid displacement of current and potential Travis County participants, and staffing issues	FY20, FY21, FY22, FY23, FY24